

Director's Report January 1998

Workshop approval: The Board gave approval by phone for Sheila Maxwell to attend the Computers in Libraries conference in Arlington, VA in March. I would like official approval by the board at this board meeting. I would also like approval to send Sarah McKee to a 2 day conference of the Ohio Valley Group of Technical Services Librarians in May, if she decides to attend.

We would also like approval to hold an all day Staff Development Day on Friday, April 24. We did not hold a Staff Development Day last year. We presently have two major staff concerns: dealing with problem patrons and managing technology. We cannot deal adequately with those two subjects in a morning. The staff has also long requested time to talk about how others answer certain difficult reference questions. We have never had time for this kind of discussion. With a full day workshop we could provide quality in-service training in these areas.

Wheatfield Building Task Force: This committee would determine whether a community survey or focus groups were necessary to provide data on which to base decisions about the future of the Wheatfield Library and a possible future building project. They would analyze demographic projections and statistical data provided by staff. They would look at possible funding sources for a building. They would make recommendations to the full board. This committee would *not* be responsible for gathering data or raising money. How many staff, board members, community representatives do you want on this committee? How would you like them to be selected? What board members would like to serve on this committee?

Automation Migration Task Force: We have had Galaxy, our present automated system, for 5 years and have made one upgrade to equipment. It is time to step back and analyze the system, to determine whether this system can continue to meet the library's needs. Galaxy has some serious weaknesses. What are these? Is it possible to satisfactorily work around them or is it time to begin looking at other systems? What do we want our automation to do? Is our public getting the service they deserve? Six staff, including myself, will serve on a task force to answer these questions. We would like to invite a board member or two to work with us. The goal will be to bring a recommendation to the Board by the end of the year on whether to remain with Galaxy or migrate to another system.

Continuing Education: Sarah McKee, Technical Services Librarian attended a Fred Pryor seminar on Management Problems of the Technical Person in a Leadership Role. She and her staff also participated in two four hour sessions of personalized cataloging training under the guidance of retired I.U. Library Science professor Nancy Lair. This

proved to be very enlightening for the staff and a return visit by Nancy will certainly be considered.

Meeting Room Approval: A weight-loss group has requested use of a DeMotte meeting room from 9 AM – 10 AM on Monday mornings. Presently Adult Education uses the other meeting room on that morning. If the board grants this request, DeMotte will still have 3 days per week when both meeting rooms are free all day (i.e. no groups meet in the rooms on a weekly basis). Leanne feels this will not cause a hardship for those wishing to use the meeting rooms. Because this request is for weekly use of the room, board permission is required.

Board development: Please remember that the *Budget 101 workshop* by David Hurst is scheduled for *Saturday morning, February 28, from 9 AM – 12 noon*. Please mark your calendars and plan to attend.

The Dan Cain workshop will be held on Saturday, May 9 at Rensselaer.

At the Board meeting, you will each receive your copy of the 1998 ILF (Indiana Library Federation) program, which includes a special day planned for the Indiana Library Trustee Association, Wednesday, April 8. Consultant Ellen Miller will cover many of the responsibilities of library boards in a full day program entitled "What's Our Job? The ABC's of Trusteeship in an Electronic Era". You may want to consider attending that program if you are available.

Staff activities: Staff at all libraries worked this month to map out their programs for 1998.

The homepage committee, consisting of staff from all libraries, met to discuss how they want our Internet webpage to look and what types of information we want it to provide to Internet browsers. The committee has divided the responsibilities of developing and updating different portions of the page. I have included the notes from the meeting (R 9) to indicate the committee plans for the webpage.

The staff mini-workshop for January was the Business Collection at Rensselaer. Seven staff members attended. In February, library investment materials will be discussed.

Annual statistics: Annual statistics included in this packet indicate that circulation went up 4% in 1997 over 1996. Children's, then adult fiction, circulated the most, then adult nonfiction followed by videos, with children's nonfiction and adult magazines following closely.

In-house use of the library (measured in the number of hours staff spent meeting the needs of the public for such services as intra- and inter-library loan, computer use, FAX, microforms, reference, walking books, etc.) increased 20.5% over 1996!

“What Circulated the Most” shows a little of the differences between the three libraries in terms of the services their patrons demand. One is not better or worse than the other, just unique.

The annual report can be placed in the front of your board notebook, to help answer questions about the library.

Rensselaer: An adult Winter Reading Program began January 26th. Twenty-six people are currently signed up. For prizes, the Friends have donated two cash awards of \$50 and a library bookbag. “Read” coffee mugs will also be given as prizes.

Amber is assembling a monthly brochure of Rensselaer library programs. The Page Training Handbook is being rewritten by Jackie and Glenda. Amber will then type it on the network shared drive so the other branches can use it and adapt the instructions to their own particular situations. This is one example of the value of the expensive network we installed last year! We are beginning to use shared files and are beginning to find out ways in which they can help us save time and improve communication.

Glenda attended the annual Jasper Foundation dinner, at which each recipient of Jasper Foundation grants explained how they used their grant money and how it benefited the county’s residents. In our case, the purchase of old microfilmed Jasper County newspapers helped us fill gaps in our collection to the benefit of those researching their personal history or the history of Jasper County.

We will be looking into the purchase of a video camera for the lobby area, to discourage vandalism.

DeMotte: Leanne and Rachael began internet training sessions this month. Two incident reports were filed by DeMotte this month: one when a boy bit another boy and one when a patron slipped on ice and underwent an examination at the hospital for a bump on the head.

Wheatfield: Diana has planned a tour of Baker and Taylor for the Friends group. She reports that Internet classes are going well, and that the CD ROMs are now workable, thanks to Sheila’s help. Staff are encouraging patrons who want to use the Internet but have no computer skills to take the Internet classes, since it is hard to give personal attention at times when the library is the busiest (which also seem to be the times when patrons ask for extensive Internet help).

Universal Service Agreement: We hope to complete our application for bids on this reduced rate telecommunication service this week. In addition to asking for bids on our telephone and data line service, we also asked for bids on upgrading the existing 56k frame relay lines between the branches to T-1 frame relay. T-1 will give us sufficient bandwidth to be able to put all our CD-ROMs on one networked server. Originally, we intended to configure our system this way using 56k lines; however, we found the bandwidth insufficient to transmit data at acceptable speed. This will mean we do not

need duplicate CD-ROMs filling up the tower space at the branches and we can economize on the cost of the CD ROM's to some extent also. With an expected discount of 55% on all our telecommunication costs (and the installation of the new lines) our cost will be less than it is now –even with the expanded service. In addition, we are asking for a price on some upgrades to our current configuration which will speed up communication between its components.

By the beginning of March we should receive bids on the services/equipment we requested. The Board will then need to vote at the March meeting on the bids to be accepted. We will sign contracts with those providing the services/equipment. The contracts will state that our acceptance is contingent on receiving the expected discounts. We will then submit our request for discounted service on these costs to the Universal Service people and wait to see the results.

Please contact me if you are unable to attend the February board meeting or if you have any questions about material in your packet.

Lynn

Director's Report

February 1998

Workshop approval: We would like Leanne York to attend an American Management Association workshop on "Handling Difficult and Demanding Customers". Since Leanne will be one of the presenters of the Problem Patrons portion of our Staff Development Day, we felt she could bring back new insights to share with everyone. The cost of the workshop is \$139.

Financial concerns: The Budget workshop is an all day workshop which we will attend by two way-interactive video at the Lake County Public Library in Merrillville, on Wednesday, May 13. It is very instructive for board members as well as administrative staff. If you would be interested in attending, please let me know. Those on the Budget Committee, in particular, may find this workshop valuable. More than an overview of basic library budgeting, state board of tax commissioners and state board of accounts personnel review legal changes which affect us, new regulations, etc.

We will be applying for an Advanced Draw on our property taxes at the end of March. This is an official request made to the County Auditor which requires her to send us our portion of taxes collected which are available one month from the day they receive the request. It allows us to immediately invest those monies and earn interest, rather than leaving the monies in the county treasury where the *county* profits from interest earned.

Health Insurance: Our health insurance program went into effect March 1. You must officially approve payment for health insurance under the Section 125 Premium Conversion Plan. Under this plan, employees agree to reduction of their salaries (for health insurance purposes only) by the amount of their health insurance payment. The Library then pays the full amount of the insurance.

Under this plan, the Library will save \$736.14 this year in FICA taxes on that portion of the employee's salary. This year, however, a one time \$300 enrollment fee will reduce Library net savings to \$436.14. Next year we will save almost \$900.

Employee-only policies will save the employee about \$10 per month in taxes. Employees paying to cover their dependents will save a good bit more.

Policy Committee Report: The Policy Committee recommends that no changes be made in the Walking Books Policy (p. 167 in Board Notebook). That is the only policy under consideration this month.

Wheatfield Building: Dr. Lewis, KV School Superintendent, informed me that the School Board does not wish to sell any of the property we have been discussing. I explained that if we could not obtain the property needed, and if we determine that we need to expand, our only option will be to move. Dr. Lewis invited us to explain our

situation further, if we wish, at a work session of the School Board held after their board meeting on Monday, March 23.

The first meeting of the Wheatfield Building Task Force is scheduled for Monday evening, March 23. It is possible that the board members at that meeting might be willing to go with me to the Work Session at the school. First, the Board needs to decide whether we *should* approach the School Board now, or whether we should wait until the Task Force has made its recommendation to the Library Board.

Would it be better to approach the School Board while the subject is fresh in their minds or wait until we have a preliminary timetable for when we will need space and what needs will be met by the added space? You will need to decide this.

Continuing Education: Technical Services staff attended an INCOLSA workshop in Basic MARC Format for Books; Sarah attended one in MARC format for videos. MARC (Machine Readable Cataloging) is the format in which materials must be cataloged in automated libraries so that the records may be read by automated systems elsewhere. These workshops enable Technical Services staff to better understand why they do what they do and to help them become more accurate and consistent in their cataloging.

Five staff members attended Michelle's workshop on investment resources in the Rensselaer Library. Several attended a satellite program on dealing with changing needs in libraries. Sheila attended a workshop on computer troubleshooting. Michelle gave an HTML refresher to Stephanie who will be adding certain pages to our library's homepage. She also taught several staff how to use the library's scanner.

Board development: I need to know if you wish to attend the ILF Annual Conference. You will remember that a special all-day program is planned for trustees on Wednesday, April 8. Consultant Ellen Miller will discuss the responsibilities of library boards in a full day program entitled "What's Our Job? The ABC's of Trusteeship in an Electronic Era". Much of what she covers will be covered next month by Dan Cain. If, for some reason, you cannot attend the Dan Cain workshop, you would be well-advised to attend this workshop.

The Dan Cain workshop will be held on Saturday, May 9 at Rensselaer. I hope we have good participation from other libraries to hold down the cost for us!

Staff activities: Tax forms are a big item in all our libraries this month. We do a good bit of copying forms for patrons. At DeMotte, a volunteer helps senior citizens with their taxes through a federally-sponsored program.

Storytimes are also in session at all three libraries. DeMotte has 5 sessions each week, Rensselaer 3 sessions and Wheatfield one session. A large number of preschoolers are getting their introduction to books and to functioning in a group setting through these programs.

We have begun work on job descriptions, redesigning them so that we can identify the "essential requirements" of the job. If we identify those tasks that a person in the job

must absolutely be able to do, we eliminate the possibility of someone demanding ADA accommodations if they cannot do the job. For instance, a page must be able to see, walk, reach and stoop, because the main reason s/he is hired is to put books and other materials back on shelves. But it may be that we could accommodate *one* page who could not *speak* by transferring any communication tasks in his/her job to another page.

We also have completed the first draft of a new Staff Handbook, which will incorporate the Personnel Policy and other information that all staff need to know. Staff are reviewing this now. A final version of the handbook should be ready for staff after the review of the Personnel Policy by the Board at its April meeting.

Friends of the Libraries: Wheatfield Friends are planning to purchase a book truck for display of sale books and a chair cart for storage of unused meeting room chairs. They are presently focussing on ways to attract new members.

The Rensselaer Friends will have their annual Book Sale this Saturday. They have decided that they do not wish to continue sponsoring the Festival of Music. Instead they are considering offering an Antiques Appraisal as a fundraiser. They would pay an expert to do a show similar to the popular road show seen on TV.

Universal Service: Sheila and I have made application for Universal Service discounts. In effect, this first application (Form 470) notifies vendors of those telecommunication-related services and materials on which we would like them to bid. Hopefully, we will have bids on equipment before Monday night's board meeting. If so, we will bring recommendations for entering into contracts with vendors to supply those items we feel we can afford with the help of the universal discounts. The Board will then approve entering into those contracts, contingent upon receiving the expected universal service discounts. We then must file another form (Form 471) requesting those discounts on those items. Once we receive assurance that we will receive those discounts (sometime after April 20), we may place our orders and send in a third form requesting reimbursement. Discounts on telephone and data line service will be retroactive to January 1.

INSPIRE: While this service is up and running on our Internet workstations and is available to most Internet users from their homes, we have not installed it on our cd-rom workstations. Those workstations are dedicated to information searching. By replacing the cd-rom versions of the magazine indexes with the INSPIRE online (on the Internet) indexes, we will save thousands of dollars.

Unfortunately, the way INSPIRE is presently designed allows persons using it find ways to go directly to the uncontrolled part of the Internet. If the workstations were *full* Internet workstations, they could be tied up for long periods of time by persons using them for recreational purposes. Those with homework needs would have to wait in line.

We are working with the INSPIRE steering committee to resolve the problem, so we can offer the INSPIRE databases to our patrons for their research needs.

Rensselaer: Glenda has produced a new genealogy resources brochure for visitors to the genealogy/local history section of the library to help them in their searches. It has been

very attractively and thoughtfully created. We are investigating the feasibility of having this brochure professionally printed.

A call-out meeting for a library-sponsored daytime book discussion group brought only four interested women to the library. Books were chosen for the next two or three meetings. It is hoped that others who have expressed interest in such a group will participate and that the ladies presently involved will be able to interest others in the book discussions. Staff will inform other readers of the book discussion opportunity.

A program on "Bluebirds" attracted over 40 persons to the library.

DeMotte: Leanne is working to get outside lighting operational. In some cases this has involved simple light bulb changes. In other cases, a complicated search was necessary to determine the proper bulbs for a fixture. In some cases, an electrician had to repair some flooded ground light receptacles.

Preparations are being made to organize volunteers to cemetery data on two local cemeteries.

A Day Care/Preschool Open House allowed parents of preschoolers to meet with service providers and determine which best met their children's needs.

Wheatfield: Diana is ferreting out the cause of various ceiling leaks.

Technical Services: New office equipment was received this month which will help those in the department to do their work more comfortably and efficiently.

Sarah is struggling to understand the Galaxy report system, to make it more accurately and effectively meet the needs of the staff. She is working closely with public service staff to make Galaxy work *for* us and has done a great job of bringing an organized approach to cataloging and to certain acquisition problems.

Stephanie has put the library's monthly newsletter, the Community Connection, on our homepage. She also added a section on the Satellite service.

Sarah and Sheila met with me to find ways to more efficiently handle automation problems and to guide staff in taking appropriate action.

System Administration: Sheila wrote a troubleshooting guide that will be very helpful to Technical Services staff when they need to solve problems in her absence.

Sheila continues to instruct us on computer application problems, to install equipment, and to perform other services that resolve problems and make life easier for patrons and for staff.

She is presently working on an e-mail system that will allow each staff person to have her own e-mail address and, hopefully, will cut the cost of our Netnitco fee for providing e-mail service.

This month we purchased cabinets, bookshelves and other items to allow Sheila to organize her equipment, manuals and supplies much more efficiently. She is pleased.

Please contact me if you are unable to attend the March board meeting or if you have any questions about material in your packet.

Lynn

Director's Report

March 1998

Gifts to the Library: The Jasper Foundation sent us a check for \$1,000 from the Ralph W. Fendig Fund. Mr. Fendig specified the library as one of the grantees of this special fund. We now have \$3,200 in gift funds for the Jasper County Public Library (as opposed to gifts to an individual library). We have been seeking suggestions for special ways to spend this money but have not reached a consensus on anything at this time. Ideas include a computer projector, which would allow us to provide computer training in the meeting room. We could use one computer to project onto a screen, which could be seen by all in the room. Other ideas were a recorded message system, which would answer our phones and give a recorded message about library hours, etc. when the library is closed (*not* an answering machine). DeMotte expressed a need for more oak paperback racks, while Wheatfield requested a CD browser.

Wheatfield Building: The Task Force met March 23. We looked at statistical data concerning the Wheatfield Library, toured the building, and discussed estimated population growth. The Task Force had two recommendations:

- We need better growth figures
- It is obvious that every area of the library is crowded. We need to hire someone to do a feasibility study to look at the situation from the "outside" and to help us determine the amount of space we need and the services we should provide.

We are presently gathering more demographic information. I am contacting library consultants to determine the cost of a feasibility study. We determined that we do not want the type of feasibility study done by an architect at this time, but one done by a person with considerable experience with public libraries and the building planning process. Once I have cost estimates I will ask whether you wish to proceed in hiring a consultant.

Continuing Education: Technical Services staff took a field trip to St. Joseph's College to learn how catalogers use OCLC's authority file. Authority control is a system, which creates consistency in the form in which authors, subjects and some titles are listed in the online catalog (that's as non-technical as I can get about a very technical matter). Authority control is something our GALAXY system does not handle well for us. Sarah also sent her staff to INCOLSA for a workshop on authority control, in hopes that full authority control may be used at JCPL in the future.

Sarah spent several hours at the Brownsburg Public Library getting a private tutorial in GALAXY in her on-going effort to make the system work more effectively for JCPL.

She also attended a seminar on Managing Conflict and Confrontation.

Six staff members attended Diana's well-researched workshop on health resources in the Wheatfield Library and on the Internet.

Sheila attended the Computers in Libraries '98 conference in Arlington, VA. She reports that it was excellent. She came back with many useful ideas including

- questions and issues to consider when looking at automated systems
- new trends and developments in computer technology
- Web site design considerations and tips
- Computer security solutions
- Reducing technostress among patrons and staff
- Public access Internet station issues

Sheila also attended an HTML workshop that she felt gave her a good understanding of web design basics and good resources for modifying our web pages.

A number of staff attended a basic reference workshop in Monticello that they felt was very helpful. Several staff attended a Circulation Counterparts meeting at the Starke County Public Library.

Board development: Did you get your mailing about the NILBA (Northwest Indiana Library Board Association) dinner April 29, at the Rosewood Restaurant in Portage? After the meal, there will be a reception at the newly enlarged and remodeled Portage Public Library followed by a program on genealogical research. Porter County has the third largest genealogical library in the state of Indiana. I will need to know at the board meeting if you wish to attend.

Please remember the Dan Cain workshop on Saturday, May 9 at the Rensselaer Library.

Anne-Marie and Mary Duggleby are planning to attend the all day (satellite) Budget Workshop on May 13 at the Lake County Public Library. If any other board member wishes to attend, please let me know at the board meeting.

Dave Hurst is still not able to do our Budget 101 workshop. What would you think about a workshop on a Saturday morning in July or early August? Budget planning will begin in June, and we will approve the budget for advertising in July (if we do as we have done in the past). Having a July workshop would at least give you the necessary background before you finalize the budget in August. Please check your calendars for available July or August Saturdays.

Staff activities:

A final version of the new Staff Handbook will be distributed to staff after the board review of the Personnel Policy at the April meeting. I spent considerable time this month working with staff to develop guidelines for "appropriate dress" which will go into the Handbook. A number of staff also spent considerable time on updating the Procedure Manual and on preparing for Staff Development Day on April 24.

Friends of the Libraries: Rensselaer's Friends held a successful book sale at which a push mower, snow blower and two ladders were also sold. The Friends made about \$350 from the sale. The best news is that many volunteers helped for the first time in some years. Staff had very little to do with the sale or the setting up. The Rensselaer Friends group is considering sponsorship of an antique appraisal event, similar to the popular program on TV.

At Wheatfield, the Friends have agreed to donate \$75 for prizes for the summer Young Adult (YA) reading program. They will be touring Baker & Taylor Co. in April.

The DeMotte Friends have decided to sponsor a Little League team as a way to advertise the library.

Universal Service: Sheila spent a huge amount of time this month finalizing contracts and preparing to submit our Form 471's for Universal Service discounts. We spent a good six hours just filling out the form. It is extremely complicated and required many calls to be sure we are absolutely correct in each part of the application. One mistake can result in the application being rejected!

Rensselaer: The Adult Winter Reading Program involved more participants (46) this year than in the past. Prizes were awarded to winners of a drawing.

You will be getting bookmarks which Patty Stringfellow created to advertise our web address and the INSPIRE web address. We were very pleased with these bookmarks.

The Genealogy computer is operational. Patrons can access genealogy CD-ROMS, such as social security, military, death and marriage records, as well as the index to census records, which Glenda created. In the near future, we will add access to the obituary database on which staff are working. Glenda has added some genealogical Internet links to make the workstation more useful to patrons.

Michelle spoke to the Business and Professional Women's Association about the library's services, emphasizing that while technology has added to the information resources we can offer, we still provide essentially the same services as we did in the past.

New nonfiction videos are now displayed on the new *bookshelves* along with the new nonfiction books.

Jackie Reagan, Youth Services Librarian, who hires and supervises Rensselaer's pages, is planning a page workshop for a Friday afternoon in April. This will be the first time we have attempted to assemble the pages to give them needed information and hear from them as well. We think it's a great idea.

Wheatfield: Diana is still working with roofers to discover the source of ceiling leaks. The library had a brown bag (lunchtime) painting class, which was well received.

Technical Services: Sarah is doing a great job of working with staff to make Galaxy perform more effectively for us and to streamline ordering procedures.

System Administration: Have you looked at the library's home page lately? (<http://www.jasperco.lib.in.us>). If so, you will note that something new has been added, thanks to Sheila, our system administrator and Michelle, our home page manager. If you have the Internet at home or the office, you can now access the library's OPAC (our online catalog) -- from our home page. If you have obtained a PIN (Personal Identification Number), you can type in your account number (barcode number on your library card) and your password (PIN) and reserve a book or look at your account.

You can also get to the INSPIRE databases from the homepage, by clicking on the INSPIRE icon.

Sheila is teaching staff at each library how to update the CD-ROMs in their towers. She helped Amber install the 1997 tax forms on the public CD-ROM workstations.

Sheila has dealt with a number of equipment problems this month. Stephanie did a great job of handling problems when Sheila is gone. Sheila now has our new e-mail service working. A few of us are testing it out at present. She will present it to the entire staff on Staff Development Day.

DeMotte: A picture display board has been purchased for the Indiana Room. Marlene and volunteers are working to identify people and dates in a group of old photographs to be featured in the first display. The library is decorated for spring as a result of a children's craft program which Charlotte held.

Please contact me if you are unable to attend the April board meeting or if you have any questions about material in your packet.

Lynn

Director's Report

April 1998

Gifts to the Library: With the \$3,200 in gift funds for the Jasper County Public Library (as opposed to gifts to an individual library), staff would like to purchase a computer projector. The value of the projector was brought home to us as we attempted to use an overhead projector to look at copies of computer screens during our Staff Development Day. We could use it for workshops for both staff and the public. As you suggested at the last board meeting, meeting room users would also benefit from using this piece of equipment. I think the board should vote on this use of the gift funds.

Rensselaer Library received a \$2,000 gift, for the purchase of books, from Rabin Pullin and his wife. Mr. Pullin said he has received a great deal of enjoyment from the library since he began using it in 1929 and wished to show his appreciation. He is a daily visitor to the library. The Rensselaer staff has identified several subject areas where they need to add or replace some multi-volume reference materials. They will use this money for that purpose.

The Herb Society has donated two subscriptions to herb magazines. Michelle notes that Rensselaer's magazine section has reached its limit in the number of magazine titles it can display!

DeMotte Library Annual Tour/Report: We will take you through parts of the library you may never have seen during this tour!

Building concerns: During April, doors were cut in the main air duct which takes outside air to the air handling units to facilitate servicing a fan inside which needs periodic lubrication at both DeMotte and Rensselaer. At Rensselaer, perforated metal baffles were installed at angles inside the duct to even out the airflow (to mix the warm & cool air better).

Two big air conditioning/heating concerns were presented this month. DeMotte has experienced two instances of air conditioning malfunction as well as a heating pump problem. We will get a letter from Precision Controls, our HVAC maintenance firm, in the next day or so suggesting remedies and the cost of the proposed work.

Previously we have had overheating problem in areas in both libraries. Precision tells me there were 2 reasons: malfunctioning actuators and overheated boiler water. Last year the actuator problem was remedied. Now Precision has been studying ways to solve the boiler temperature control problem. They finally realized that an improper installation of the low water cut-off allows it to function at times as a second discharge line from the boiler. This makes the boiler heat up to replace the lost heated water. The result is that

the boiler operates about 15°-25° hotter than the electronic controls tell it to. In the spring and fall, this makes some areas of the library too hot.

R 29,
R 31

The two attached letters from Precision Control explain the remedy for this situation. You will note that the solution at Rensselaer is much more costly than at DeMotte. This is because, in addition to solving the boiler temperature problem, Precision will repack a leaking 3 way valve at the boiler. This is usually a simple job, except when there is no isolation valve on the return water line. It is the process of draining the glycol into barrels and returning it to the system afterwards that adds considerably to the cost of the repair.

I talked to Price Ketchum at the KV Schools. He has a great deal of experience in the building maintenance field and is very well-respected for his expertise.

He says he uses Precision Controls and has "stuck pretty close with them." He has worked with Bob Jackson, the service manager for years, both when Bob was with a former company and now at Precision. He trusts him and he feels the technicians they send are good men. He also has problems in spring and fall. He has similar problems with 3 way valves that need repacking, etc. The difference is that he is familiar with this technology and feels comfortable working with technicians' recommendations for repairs.

He wishes he had glycol in his system (he also has boilers and water pipes above insulation). During the blizzard, KVSC incurred about \$70,000 in leaks, frozen pipes, and water damage. So that's some justification for all the money we spent installing glycol!

Why am I telling you this? Because I assume that you feel as uncomfortable as I do in accepting proposals for expensive repairs without having the expertise to say "Yes, this is what needs to be done."

When I talk to others, I realize that heating/air conditioning repairs are going to be a recurring expense. We are not going to find a final solution to all problems and never have major expenses. I feel that Bob Jackson and his technicians have taken a good bit of time to study our HVAC systems and have a good handle on what needs to be done. I believe we should proceed with these repairs. Because of the cost, this will be a board decision.

Continuing Education: Our Staff Development Day went extremely well. Staff felt it was useful and well-presented. We were able to cover all the areas in which there were concerns. Wheatfield did an excellent job hosting and serving the food. The results of the workshop evaluation are in your packet on R 9-R10.

Michelle is improving her Rensselaer staff's reference skills by creating a Reference Books Treasure Hunt. Staff enjoy this method of becoming familiar with important reference tools in the library. Staff are also responsible for completing a checklist of new CD-ROM products to insure they are familiar with them.

Children's specialists/librarian attended a Children's Counterparts meeting at the Lake County Public Library. Leanne attended a workshop on communicating with difficult customers. Fifteen DeMotte and Rensselaer staff attended sessions at ILF (Indiana Library Federation Annual Conference).

Sheila attended a workshop on computer security which provided a great deal of useful information and ideas on basic security concepts, password security, software application and operating system security, etc. We have begun implementing many of the suggestions.

Board development: Don't forget the Dan Cain workshop this Saturday at Rensselaer, 9 AM - 4 PM.

Workshop attendance: I would like permission to send Jackie Reagan, Rensselaer Children's Librarian to a Fred Pryor workshop on "How To Supervise People" (\$99).

Staff activities: In addition to our monthly Management Meeting, which is attended by all building and department supervisors, Gail and myself, several staff task forces met this month to work on long range plan goals. Staff met with two book salesmen. Children's people shopped for summer reading club prizes. Building supervisors met with me to prepare our ballot for INCOLSA, listing the online databases for which we would like INCOLSA to obtain affordable consortium prices.

Universal Service: We received two of our 3 applications back for correction. Unfortunately, very little explanation is given about what the problems are and there is no one to call. We can only hope we made the proper corrections.

Rensselaer: A new afternoon book discussion group was started by library staff. The discussion of All the Pretty Horses by Cormac McCarthy was lively. Participants decided to meet monthly instead of bimonthly. Their next book will be Snow Falling On Cedars. Patty had a successful satellite program on Grief, cosponsored by the Jasper County Hospital.

Staff celebrated Glenda Brown's 10th anniversary of employment at JCPL with cake and flowers. Justin Copley, Rensselaer clerk, will be leaving the library for the summer and return at the end of August. Pages will work extra hours to fill the gap.

Floyd Burge Roofing has been called to fix a recurring roof leak. Jack will repair the plaster after the leak is fixed. Jack feels the leak will continue to recur because of seasonal expansion in certain valleys of the roof. We are investigating.

Wheatfield: Wheatfield has experienced leaking in the Librarian's Office and in the kitchen. Hamstra originally said the roof needed to be replaced. Clarence DeHaan was called for a second opinion. He examined the roof and talked to the Hamstra people. He decided the rubber flat roof needed to be replaced, due to a "virus" that is making it deteriorate prematurely. (Investigation shows the rubber roof has a 10 year warranty. It was installed 12 years ago.) He also replaced a few shingles.

Hamstra's caulked around nail holes in the roof. No leaks in the office have been detected since then. No one is sure about the kitchen leak; it continues to smell musty.

Both Hamstra and DeHaan technicians think there is water backup somewhere from the drains on the west side of the building. Both businesses were called for bids to replace the rubber roof. No response was received from DeHaan's, but a roofing expert sent by Hamstra's believes the rubber and shingled roofs still have 1-2 years of life. He feels the problem is the ridge vent and shingle cap on the sloped, shingled portion of the roof. Their letter is appended. **R 27**

I would like your guidance in this matter.

Technical Services: We are presently searching for a new Technical Services Librarian. I terminated Sarah McKee's employment as she neared the end of her 6 month probationary period. Sarah had a serious lack of communication and supervisory skills which consultations and workshops could not remedy. I regret having to do this, both because of the effect on her life and because her technical skills were good. She was also learning how to make use of some of Galaxy's capabilities which we have not yet utilized. We need someone to help us make full use of Galaxy! Because she wrote a letter concerning her dismissal to the Board secretary, we will have an executive session at the beginning of the board meeting to bring you up to date on this matter.

System Administration: On June 1, we will drop our Netnitco Internet service, which has been costing us about \$67.50 per month, and which we now use only as an e-mail relay service, since we connect directly with the Internet through Sprint. In exchange, we will pay Crosswinds \$20 per month for e-mail relay service. Fairnet offered the service for \$35 per month. NetNitco offered the service for \$20 per month with a limit of 40 e-mail users. Crosswinds had no limitation on the number of e-mail users they would support.

Sheila spent considerable time learning about our new Pegasus mail, a free replacement for the Eudora e-mail software we used with netnitco. She then taught staff how to use it. She spent much time on various computer and network problems, changing passwords for better security.

DeMotte: New tack-wall was installed on the east wall of the children's room. This allows the wall to be used as a huge bulletin board for displays. Interior and exterior lighting repairs were made.

No one attended an organizational meeting to start a book discussion group at DeMotte. Leanne plans to reschedule the meeting for an evening.

Please contact me if you are unable to attend the May board meeting or if you have any questions about material in your packet.

Lynn

Director's Report May 1998

DeMotte Building Emergency: Monday afternoon, June 1, a corroded pipe (galvanized steel) near the water tank at DeMotte sprang a leak in the electrical room. (Remember the electrical room? Cement floor with drain? Ledge to keep water from running out into the hallway?) The water spewed out on the computer networking equipment and telephone equipment in the room. It might have continued forever, except that the computers went down and someone went upstairs to investigate. We do not yet know the extent of the damage to the computer equipment. I will know more by the time of the board meeting. We have replacement coverage insurance on our computer equipment.

We are planning to install a shower curtain of sorts to shield electrical equipment from water pipes. We are also consulting a plumber to determine if other areas of the piping are corroded and if we need to consider replacing all or part of the domestic water piping with something that will stand up to DeMotte's bad water.

Financial Report: This month we purchased a 45 day CD for \$275,000 at a rate of 5.45% interest at Citizen's Bank (formerly Pinnacle).

Therber, Brock & Kramer, our financial consultants for the DeMotte and Rensselaer building project, have determined it would not be financially beneficial to refinance our bond issue. We could get a slightly better interest rate, but the cost of the refinancing would wipe out any possible profits.

Appointment of board vice president: In accordance with our bylaws, a new vice president, Roger Walstra, has been appointed by president Barb Leestma (in consultation with the Nominating Committee) to serve the unexpired portion of Mary Linda Casey's term.

Staff Development: Five employees attended INSPIRE orientation workshops this month. Two also attended an EBSCO training session. Two others attended a workshop on the Fundamentals of Medical Reference, which covered both print and electronic forms of medical information. Lisa and Rachael attended a Circulation Counterparts Meeting. Sheila attended an Automation Counterparts Meeting and a program offered by ThinkTank on Year 2000 (Y2K) concerns. Counterparts meetings bring together staff from different northwest Indiana

libraries who share similar responsibilities. Staff feel the meetings are extremely useful.

Board development: Please remember to put the **Dave Hurst "Budget 101" workshop** on your calendars for **Wednesday, July 1, 9 AM-12:30 pm** at the Rensselaer Library. This is especially important for new board members.

In the board orientation segment of our board meeting, we will discuss R 17, entitled "Library Management or Governance?" JCPL board members who attended the Dan Cain workshop asked that this be brought to our board team for discussion. I encourage you to jot down your own answers before coming to the meeting.

1999 Budget Calendar: In past years, we have planned our budget in June, voted at the July board meeting to advertise it, had our public hearing at the August meeting and adopted the budget at our September meeting.

This year, because of our Budget Workshop on July 1, and because we have several new board members, I recommend delaying the budget process by a month, so that those involved are informed about the process before it begins.

When we advertise in July, we do so without having firm figures that we receive later in the month. By delaying, we will have more accurate figures on assessed valuation, CAGIT amounts to be received next year and property tax and excise payments to be received in the latter part of 1998.

We will need to schedule an extra meeting for the hearing, but a quorum is not necessary. We simply ask that 2-3 board members agree to meet that day. The public has never appeared at a hearing; the meeting should last 5-10 minutes.

I would recommend the timetable in bold print on R 17, labeled "Proposed time table for JCPL". What do you think?

Staff Activities: This month we began revising job descriptions so that they differentiate the *essential* tasks, abilities and skills necessary to do a job from other tasks, abilities and skills which might be a part of a job. This will help us if we ever need a defense for not hiring a person for a position, or for reassigning an employee if s/he became disabled and couldn't fill an essential function of the original job. Obviously, it will also help us define more precisely what kind of person we need for a specific job and help in evaluation of employees.

The Marketing committee is making plans for booths at Little Cousin Jasper Festival and the Van Rensselaer Craft bazaar. They have received \$100 from

Rensselaer TV Cable to pay for a helium tank for balloons and are hoping to create a library mascot (costume) to help publicize the library. They have developed a Speakers Bureau of library staff and are putting together a brochure describing the types of talks that staff are willing to give to groups.

Children's specialists have been busy talking to elementary school classes about the summer reading program. At DeMotte, Cookie took information on the young adult summer reading program to KV Middle School and DeMotte Elementary, while Rachael and Leanne organized the adult summer reading program. Jackie was very disappointed when principals at Monnett and Van Rensselaer schools declined to allow her to talk to classes about the summer reading program. For years we have visited each class during the last weeks of school during their library period. If we have poor attendance at the Rensselaer programs this summer, we will use that as a selling point next year for allowing us to come. After all, the schools should be just as eager as are we to encourage children to keep reading through the summer.

Job Database Proposal: We were contacted this month by Linda Woloshansky, director of Kankakee Valley Workforce Development Services, about participating in a project they wish to initiate. After some research into its ramifications, Sheila Maxwell, system administrator, and I regretfully decided that JCPL could not be one of the major players.

This project would create a computer database that would list available job openings in a several county area. High school seniors would put their own profiles into the database, updating it when they complete advanced degrees, etc. Links to other Internet sites with career information and job opportunities would be included. The project would be initially funded with a grant.

We have room to house this database on JCPL's web server; however, creating the necessary web page and installing the new software would be very labor-intensive and costly. We would need Think Tank's expertise. Furthermore, Sheila has no extra time to give to another project.

We would also have to install a firewall for security, but this is something we need to do anyway. For reasons of security and staffing, we told Linda we must decline. We promised that if the database is developed, we would make it readily available on our webpage.

Technology: Work is proceeding on the installation of a T-1 line for Internet access at no cost to us through the state backbone. The actual changeover should take place by the end of July.

Rensselaer: Patty Stringfellow is coordinating a new volunteer program for the Rensselaer Library. She is gathering information and ideas and determining how the program will be run. More information will be available next month.

Sign language classes have just ended. The new book discussion group sponsored by the library is growing. Participants are very enthusiastic.

A high school sophomore from South Newton High School spent a day job shadowing at the library. She is considering a possible career in librarianship and spent the day learning what it is really like.

Wheatfield: I have spoken with two consultants about helping us do a needs assessment of the Wheatfield Library. Both are highly recommended...and expensive. One, Sharon Wiseman, lives closer to us and is someone I have observed "in action" before. I would like to recommend that we hire her to spend a day working with our planning team to determine their vision for the library, taking a tour of our libraries, and perhaps working with 2 focus groups to discover what they want in the way of library services. She would then evaluate the data we have collected previously, as well as the information gathered that day, and help us draw conclusions. I estimate we will spend about \$3,000 in this way.

The other proposal, offered by Anders Dahlgren, located in Madison, Wisconsin, was considerably more involved and would cost \$8,125. It could, of course, be scaled down, but travel expenses alone would take a lot.

Technical Services: Jen Evers is now cataloging materials to try to clean up our backlog. We still have received no applications for our Head of Technical Services position. The advertisement will not appear in Focus until next month.

System Administration: This month Sheila set up four new computer workstations in various locations in the system. The new, more powerful workstations go where they are needed most--usually for staff and reference desks. Workstations formerly in those locations go elsewhere, to locations needing less speed and storage capacity.

Sheila spent a good bit of time, as usual, resolving pc, server, and e-mail problems and installing hardware and software as needed.

We are getting ready to upgrade the timeline on our Technology Plan. One of our concerns will be Y2K needs. At a recent workshop, it was suggested that all 486 computers should be replaced by the year 2000.

DeMotte: UV protectors have been purchased for lights in the Indiana room.
More will most likely be purchased for public display cases.

Please contact me if you are unable to attend the June board meeting or if you have any questions about material in your packet.

Lynn

Director's Report

June 1998

DeMotte Building Emergency: On Monday, June 29, DeMotte's air conditioning failed. A new compressor has been installed. Investigation indicated that the original installation of size 6 orifices in piping instead of the recommended size 12 was a contributing factor. We do not yet know whether this was the only cause. By the time you read this, the correct sized orifices will be installed, and the new compressor operational. The estimated cost of this repair is \$8,000. You may remember that incorrectly sized orifices were discovered at Rensselaer two summers ago when successive compressors failed. Our insurance will not cover this replacement unless the cause is lightning, electric surge, etc.

Collection Agency: In case you are wondering, I disavow all responsibility for the headline "Library deadbeats beware!" on the article about the collection agency which appeared in the Rensselaer Republican. That wasn't exactly the approach I wanted the paper to take.

Journals for Board Members: Last year we purchased for each board member (at a special rate) a subscription to "Public Libraries" published by the Public Libraries division of ALA (American Library Association). We will soon need to renew our subscriptions at a cost of \$50 each. Did you find those journals useful? Do you wish to continue receiving copies? There are few good journals out there with useful information for board members. The small publication ALA puts out for trustees is much less useful. Please let me know what you think.

Financial Report: We spent about 43% of our budget in the first half of our budget year. Last year, we had spent 44.2% by this time. We have closed out our Construction Fund. We cashed in a CD this month and received our June property tax distribution. On R 9-R10 are the Operating Disbursement and Receipt overviews I keep, which Dave Hurst referred to. I thought you might be interested in knowing we do keep track in this way.

In the Consent Agenda I ask for approval to pay Strongbow Inn one week before the date of the NILBA dinner. We will not know the exact number of reservations and thus, the exact cost, until that date, but we need authorization to make the payment.

Staff Development: In addition to the mini-workshop on the legal collection at DeMotte, we held fire safety workshops during which all staff had the opportunity to practice using the fire extinguishers under the guidance of personnel from Goodwin Fire Equipment.

Last month we talked about the possibility of allowing one day off per week with pay for Patty Stringfellow to complete her Masters in Library Science degree. Patty has decided to apply to IUPUI for admission to grad school under their Fridays Option program. This will allow her to get her MLS in two full years. She will take two courses per semester on Fridays in fall and spring and one day-long course during the summer sessions. She would like to start in Spring Semester 1999 but will await the decision of the Library Board. I believe Don was going to research the "strings" his company attaches to such arrangements. Patty would be agreeable to provisions requiring her to stay at JCPL for a specified time or paying back a portion of the money spent toward her education.

Board development: The five board members and 4 staff attending the Dave Hurst budget workshop all agreed that it was a valuable session. I will give a copy of my notes and the "handouts" to Don and Jim who could not attend. We will also put discussion of the workshop on the board agenda, so that you may comment on any aspect that you feel needs more attention.

The NILBA (Northwest Indiana Library Board Association) dinner at Strongbow Inn in Valparaiso, on Wednesday evening, July 29, is set. You should have received your announcements in the mail. I hope you all plan to attend, since you will be hosting the event! Please let me know at the board meeting.

Phil Baugher, director of the Westchester Township (Chesterton) Public Library will be helping with the program. His unofficial title for the program is "Sin, Sex and Cyberspace." We plan to show a six minute video which is a news clip that appeared on Channel 6 in Indianapolis earlier this year. Channel 6 took hidden cameras into Indianapolis area libraries to see how easy or difficult it was to view inappropriate sites on Internet workstations. It raises a number of issues which we will invite people to discuss at their individual dinner tables. Comments will then be shared with the group at large. I plan to use a seating plan which will mix people from different libraries at the tables. Of course, if you bring spouses, they will sit with you! How does this sound?

Technology: Through a state Technology Grant, we received three new Internet computer workstations. Two of these are located at Rensselaer and one at DeMotte. Originally, we planned to install one at each of our three libraries, but Internet activity at Wheatfield did not seem to warrant two workstations. In

accordance with state requirements, these workstations are available to anyone coming into the library, regardless of whether they have a JCPL card.

Rensselaer: This month we had to cancel the PBS satellite programs we were offering, when we discovered that PBS had gone to digital downlink and our satellite system is not equipped for that. We will be looking for good pricing on the equipment needed for this type of downlink. We may talk to the Jasper County Hospital or other local entities which regularly schedule satellite programs to seek help with financing for the added equipment.

Michelle offered both a basic Internet class and a Job-hunting on the Internet class for the public this month. Summer reading programs have been going very well, with more participants than last summer. This is surprising, since Jackie was not able to visit school classes to "sell" the program this year as she has in the past. Young adult volunteers are making the process work very smoothly, as they are also at DeMotte.

Wheatfield: I met with Sharon Wiseman at ALA in Washington D.C. Sharon is the library consultant we have hired to help us with a feasibility study for the Wheatfield library. Tentatively, I am looking at September 21-22 for her visit. I will explain what is planned at the board meeting. Sharon was very impressed with the demographics and library statistics we are able to supply to help her analyze the situation.

Summer reading programs at Wheatfield are better attended this year than last.

The musty smell in the kitchen area continues. Hamstra Builders replaced ridge vent and shingle cap on the roof to correct other problems, and hoped the kitchen problem would be corrected also. Diana will have them investigate further.

Trimming and weeding has improved the appearance of the library, both inside and out. In addition to trimming ground cover and removing weeds, staff has weeded about 1,000 little-used or damaged items from the book, cd, and video collections.

Dee Opolski has been in the hospital with a serious virus infection. She is now at home but has more recovery time ahead. Part-time staff are filling in, as needed, to get the work done in her absence.

Technical Services: The advertisement for the Technical Services Librarian position is now appearing in Focus on Indiana Libraries. I hope to schedule an interview in the next week or two with a person I interviewed at ALA. I interviewed two other persons at ALA whom I would be very pleased to have on

our staff. They have cataloging experience; however, they do not graduate from library school until December. Others I interviewed fell short of our requirements.

System Administration: As usual, Sheila's time was spent updating, upgrading, and problem solving. In addition, she worked on updating the Technology Plan as a part of the Plan Committee. She also began updating her computer asset records as we try to maintain an accurate record of what we own. It's a complicated, ongoing process.

DeMotte: The big news for the month, of course, is the air conditioning problem. DeMotte closed early every day during the week of the 29th and on Monday, July 6. It has been a trying time for them but they have been real troopers. All story hours and summer reading programs have been offered as scheduled.

Please contact me if you are unable to attend the July board meeting or if you have any questions about material in your packet.

Lynn

Director's Report July 1998

DeMotte Building Emergency: Utica Insurance paid us \$1851.24 for damages resulting from the burst pipe in the electrical room of the DeMotte Library. They did not pay for repairs for the burst pipe (\$148.06), as they considered that caused by wear and tear. We had a total of \$2,499.30 in repair bills and we paid our \$500 deductible amount. We now have a shower curtain installed to separate the pipes from the electrical equipment. We are also investigating the need to replace iron pipe with plastic pipe in that room to prevent rust from damaging pipes carrying untreated water into the water softener.

Collection Agency: Once we receive the data disk with the program to create reports needed by Unique Management, we can move ahead with retrieval of long overdue library materials.

Journals for Board Members: We are renewing the Public Libraries subscriptions of Roger Walstra, Anne-Marie Egan, and Mary Duggleby. The plan is for them to read through the journals, then bring them to a board meeting or to their local library to be forwarded to other board members.

Summer reading programs:

Library	Age Group	Number Enrolled	Number Completing	Comments
DeMotte	Young Adult	16	N/A	Volunteers helping staff; same number as last year
	Young Adult	47	N/A	Read books for prize drawings; last year: 76
	Children	?	135	9 more completed than last year; program attendance 232 lower (only 1 program per week)
Rensselaer	Adult	20	N/A	"Library Bingo" (26 last year)
	Children	166	79	7 more completed than last year; program attendance up by 180
Wheatfield	Children	57	38	Best finish since 1991
	Young Adult	12	N/A	6 participants last year

Internet classes: Each library offered one or two Internet classes this month. Five persons took advantage of these.

NILBA Dinner: The NILBA dinner went well. Strongbow Inn was wonderful to deal with. There were no hitches. Attendees were pleased with the food. The program was well done by Westchester Library Director Phil Baugher and was a good vehicle for getting trustees talking to each other, sharing problems and philosophies.

Staff Development: Sheila attended a workshop on making computers accessible to those with various disabilities: "Building an Accessible World" (INCOLSA). The Northwest Indiana Circulation Counterparts meeting was hosted by the DeMotte staff. This group discusses public service issues in our libraries. Classes were arranged at Rensselaer H.S. for our staff on Basic and Advanced Word, Access, Excel and Powerpoint. They were very helpful.

Four of us attended a Galaxy Users Group meeting at the Lawrenceburg Public Library. We learned that the Galaxy automation system will probably be supported by Gaylord for a few more years. Then we will have to select another vendor or switch our Galaxy over to Gaylord's new Polaris system. Before this time arrives, we will have completed our study of automation systems and determined what direction is best for our library.

Board development: I allowed time in the agenda to discuss comments or questions which may have arisen concerning the intellectual freedom discussion at the NILBA dinner.

Rensselaer: Building problems this month have been minimal, except the discovery that the fire alarm system no longer rings in to the fire station, etc. Simplex feels that the system experienced a lightning hit some time ago and will replace necessary parts. It was during a routine fire drill that the discovery was made.

Weeding and mulching were done this month.

Wheatfield: Diana worked to resolve a number of maintenance problems - plaster repair where old leaks had occurred, malfunctioning lights and doors, broken window pane, etc.

Sunday afternoon, August 2, the fire alarm went off. Suspected cause was 105 degree temperatures in the area where the apparatus is located. We need to investigate this more thoroughly. Temperatures that day were only in the 80's.

Wheatfield staff have been doing extensive weeding of the collection to create space for new materials. They are having a sale of discarded books and will take leftover items to the DeMotte Arts & Crafts Festival book sale.

Technical Services: With the diligence of Peggy Woods and Stephanie Filson and the cataloging skills of part time cataloger Jen Evers, new materials continue to flow from Technical Services to the shelves of our libraries at almost the same speed as before. A number of projects are on hold, but somehow the materials are getting processed and distributed efficiently.

System Administration: As usual, Sheila has spent more time troubleshooting than carrying out any of the other duties associated with her job. We have had software problems, network problems, hardware problems and she has handled them capably. We decided that she needs support for the troubleshooting so that she can deal with other responsibilities. She is, therefore, taking time to train Stephanie to handle some of the troubleshooting issues. We will see what effect this has on the work flow of the technical services processing department.

DeMotte: I encourage you to visit the DeMotte Arts and Crafts Festival, which has been sponsored by the Friends of the DeMotte Library for almost 20 years. Proceeds from the book sale and from the booth sales bring the Friends several thousand dollars each year, which are used to benefit the DeMotte Library.

Air conditioning problems early in the month would seem to be enough for one library to deal with. However, on July 18th, at 2 AM, a light in a stairwell got hot and began smoking, tripping the fire alarm. The fire department answered the call as did several staff members roused from their beds by the automated calling system on the fire alarm. A new ballast was installed in the light. Do you notice a recurring theme in these building reports? Fire alarm, fire alarm, fire alarm! But we are glad we have them.

Electricians also repaired some malfunctioning lights and installed track lighting above the adult display table in the library. Landscaping maintenance will be completed soon at DeMotte.

Budget: At Monday's meeting, the Board must approve the advertising of the budget. Pages R 13 through R 20 explain the basis for this budget. At the meeting you will receive copies of the official forms to be approved. This is the budget we feel we need to serve our public well. On paper it appears that we have the money to support it. However, unless technology grants pay for most of the technology expenditures in the budget or unless we receive more money from some sources than we estimate, the budget will actually exceed our annual receipts and dip into our operating balance.

As Dave Huret explained, we should estimate our budget high and make cuts later after receiving more definitive information about receipts. We can always cut our budget; we cannot increase it. On this understanding, the Budget Committee recommends that the board adopt the budget as presented.

The budget requests \$651,697 from property taxes for the Operating Fund (last year we requested \$631,833).

After the board approves advertising the budget, we will advertise it, then hold a "public hearing" on Monday, August 31, officially approving the budget at our September 14 board meeting. Sometime between October 1 and December, the state board of tax commissioners will approve or change our budget according to their own figures on receipts, maximum tax levies, etc.

By February 15, we will get official written confirmation of the final budget figures given to us in the fall by the state board of tax commissioners.

Budget hearing time: When we advertise our budget, we must state the date, place and time of our budget hearing. We have scheduled it for Monday, August 31. We do not need a quorum for this meeting, but should have 2-3 board members at the hearing, in case taxpayers come to be heard. This Monday night we need to decide which board members will be available and what place and time of day is most convenient.

Reduction in Appropriations: Last year when we appropriated funds to be expended this year (if necessary) from the Library Improvement Reserve Fund (LIRF), we appropriated \$52,500, based on the money already in the fund, plus the money we expected to transfer from the Operating Fund to LIRF in December 1997. However, instead of transferring money in December, we spent it on technology. Therefore, the total presently in LIRF is \$30,510.06.

There is a line in a budget form where we indicate how much money we plan to spend by the end of this year from LIRF. Normally, we would indicate we plan to spend the entire amount *appropriated and unspent* (\$52,500). However, since we only have \$30,510 in the fund, I can only put \$30,510 on that line. If the amount on that line is less than the entire appropriation, we must officially reduce the appropriation. The resolution on R 11 does that. (In the 1998 budget, we appropriated \$30,000 for land and \$22,500 for equipment repairs.)

This is not money we lose, simply money we don't have.

Please contact me if you are unable to attend the August board meeting or if you have any questions about material in your packet.

Lynn

Director's Report

August 1998

DeMotte Building Emergency: Once again the main compressor has been replaced at DeMotte. The cause has not yet been determined. A Precision technician has been at the library full-time since the event trying to determine the problem. Hopefully, I will have something to report at the board meeting.

One comment that he made was that our blueprints are beautiful. If the heating/air conditioning (HVAC) were installed as indicated on the blueprints, we would not be having these problems. However, the contractor requested numerous changes and they were approved by Circle Design, the engineers who were hired by our architect to design the system and who had to approve all changes to blueprint specifications during the course of the building project. The resulting system is much more problematic.

Another problem is that we never received "as-built" drawings as required in the specifications. These show all changes made to the blueprints during construction. In conversations with contractor and Circle Design over the years, it has become apparent that the as-builts for the HVAC were lost somewhere before they reached us. I *believe* Circle Design has records showing they received them from the contractor, but no records showing they sent them to us.

Finances: Our cash flow is good. Last year, by the end of August we had spent 61.1% of our budget. This year we had spent 57.8% of the budget. At this point, we have spent \$3,057 less of the budget than we planned to have spent. If we can keep this up through the end of the year, we will have safeguarded our operating balance.

Collection Agency: We are still waiting for the data disk with the program to create reports needed by Unique Management. Until we receive it, we cannot move ahead with retrieval of long overdue library materials.

NILBA Dinner: The next NILBA meeting will be on Wednesday, September 30, again at Phil Smidt's Restaurant. This time Whiting is sponsoring the meeting. The program, on property taxes, should be very informative. Jeff Krull, Ft. Wayne library director, will be able to explain public library concerns and what our options and priorities are on this issue. Mayor Butterfield will have a good feel for what recommendations will be made, where libraries will figure into the picture, etc. Please look at your calendars and be ready to let us know if you can attend. We must make reservations immediately after the board meeting. I will be on vacation at that time so you will have to find your way there without my expert guidance (that is an "in" joke which will be understood by those who went last time).

Staff Development: Sheila attended a Novell workshop on Year 2000 problems and hosted an Automated Counterparts meeting. Michelle and Leanne attended a Branch Librarians Counterparts meeting. The topic was communication. Their analysis was that while communication at JCPL is not perfect, it is as good and, in many cases, better than at the other libraries. Branch librarians from other libraries were very interested in our solutions to some problems and envious of the networking and staff involvement in decisionmaking which we have in place.

I attended a Directors' meeting which is, in effect, a counterparts meeting also.

Board development: This board meeting will be held at the Wheatfield Library. You will receive a tour of the library and grounds and an update on the past year's progress, plans for the future, and problems unique to the Wheatfield Library.

Library webpages: The staff has added a Reference and Readers Advisory page to our JCPL website: <http://www.jasperco.lib.in.us/>. This page includes a list of new books and bestsellers, a link to online magazines and newspapers, a link to INSPIRE and a number of topical booklists. It is changing daily. Take a look.

Library Marketing Committee: The committee's speakers bureau brochure is being distributed. We will have a booth at Little Cousin Jasper where we will make bookmarks, booklists, information on the library, speakers bureau brochure, etc. available. We will also advertise an Old Book Craft contest at that time. Those wishing to participate can pick up old books at the library, take them home and create something out of them. Prizes will be awarded at the Rensselaer Craft Fair later this fall.

Rensselaer: We are waiting for the new fire alarm/burglar alarm dialer. We have purchased a new weather scanner to alert us when dangerous weather conditions exist.

A large limb fell from our biggest, most beautiful tree in the northwest corner of the lot. We will have Rick's Tree Service do some pruning later this fall to eliminate any other problems.

The monthly book discussion group is growing. This month 11 people met to discuss The Bean Trees by Barbara Kingsolver. Staff is very pleased with this project.

The library has joined both the DeMotte and the Rensselaer Chambers of Commerce. Michelle attended her first meeting and feels this will be a good organization for the library to affiliate with.

Michelle and Jackie brought back six bags of free books from one of the Hammond Public Library branches that closed recently. Many of these books are not presently in our collection; others will replace worn out copies of titles.

We participated in the Unity in the Community activities by creating a Celebrate Diversity book display, featuring books and videos representing the variety of cultures in America.

Michelle kept a record of "warm fuzzies" concerning the library. She writes, "We received a letter from an 11 year old girl which thanked us all for being ready when she needs help and for checking out her books. One of the ladies in the book discussion group stated that this library is wonderful, and that everyone who works here is always so helpful and nice. One patron brought us bags of corn. Glenda received a very nice letter of thanks for her help with some genealogy research. Sharon received a bud vase of carnations from a grateful patron. These comments are really appreciated by staff who also have to withstand being yelled at for 10 cent fines, and other indignities that you are well aware of!!!"

This month we mistakenly scheduled the Rensselaer meeting room for a political rally for a candidate for Governor of Indiana. Our meeting room policy specifically prohibits use for political events. The rest of the staff was not aware of the situation until 2 days before the event. At that time, invitations had been sent, publicity was in the papers and on the radio, a caterer was hired. We didn't feel it fair to deny use at that late date. We will undoubtedly receive meeting room requests for other political rallies, and people will cite this rally and be very unhappy when we deny their requests. That is unavoidable. I am sorry it happened. It will not happen again.

Wheatfield: Various building problems are being resolved. The flag light fixture was replaced, the garbage service will repair a cracked and broken sidewalk it may have damaged by rolling over it repeatedly. Rubber roofing was installed over an area of the roof that we felt might be leaking (no one actually found incontrovertible proof of the location of the leak). Diana is presently working on getting mail delivery to the library. It appears this will be possible now that the post office has moved to its new, somewhat-more-distant, location.

Collection weeding continues. Invitations have been sent inviting persons to participate in focus groups. Responses are coming in.

Technical Services: We have hired a new Technical Services Librarian, Jennifer Evers. Jen is presently the Tech Services Librarian at St. Joseph's College. Her exact starting date has not been determined. It may be as late as December 15, depending on the needs of the college. She will continue to work for us part-time until she begins her fulltime employment.

System Administration: Sheila has spent most of her time updating CD-ROMs, troubleshooting hardware and software problems and teaching Stephanie how to do some of the basic, more repetitive procedures. She also spent several days completing the installation of our T-1 Internet line.

DeMotte: The library closed on Saturday, August 8th, for the Arts and Crafts Festival. Staff had various duties in support of the festival. Books left over from the Friends book

sale were contributed to the library of Oak Grove Village, the new retirement complex in DeMotte, and to a women's center in Chicago.

Trimming, weeding, planting of shrubs and the spreading of fresh cedar chips has spruced up the looks of the landscaping.

The Kankakee River Valley oral history manuscript and the oral histories themselves are now ready to be sent for printing and binding. This project represents many hours of work by a number of volunteers and staff and will be a fine addition to the local history collection of the DeMotte Library. Copies will also be made available to the Wheatfield, Rensselaer and Porter County libraries.

Budget: At this board meeting, the board will approve the budget to be submitted to the State Board of Tax Commissioners for approval. Be ready to put signatures on a number of documents!

District Meeting: Included in your packet is the District One Meeting schedule. We must know by the night of the board meeting if you wish to attend. A number of staff will be attending. You are welcome to travel with them.

Please contact me if you are unable to attend the September board meeting or if you have any questions about material in your packet.

Lynn

Remember: the meeting is at the Wheatfield Library

Director's Report September 1998

DeMotte Building Emergency: Precision Controls finally brought a Carrier technician to inspect the air conditioning installation and try to determine the problem. We have not heard the result of their inspection; however, today Leanne reported that the air conditioner was again not working (temperatures of 82° inside).

Collection Agency: We should be ready to send our first list of names to the Collection Agency by the beginning of November. The technical part is ready. Now we must train staff to deal with this new process.

Hiring practices: Our policy states that we will not hire close relatives of board members or of other staff. I totally agree with this policy. If a family wanted to take a vacation or attend a family marriage or funeral, we would lose two people instead of one. If we reprimanded one, the other could be offended and we might lose a valuable employee.

One of our 10 hour per week clerks asked, however, if it would be permissible (if a position were open) for his sister to work as a page (also 10 hours per week). We don't see problems with this--mainly because neither works that much, we don't have a great deal of training time invested in either one, and our clerk is a good worker. The main problem I see is making an exception to a policy. Do we leave ourselves open to trouble later if another employee in a different situation wants a close relative hired? I am putting this on the agenda for your input. At the same time, I am trying to contact our board attorney to get his input. This was brought to my attention too late to contact him before sending out the board packet.

Staff Development: Our three janitors would like to attend a seminar (\$25 ^{per library} ~~per person~~) put on by one of our main suppliers of building equipment and supplies (HP Products). It will be held on October 20 in Indianapolis. Sessions they wish to attend cover maintenance of flooring and carpeting, and infection control and principles of disinfectants. I would like board permission to allow them to attend this seminar.

Jill (D) and Glenda (R) attended a Reference Counterparts meeting where they learned about various reference sources and techniques. Lisa (R) attended a Circulation Counterparts meeting. Patty ® and Leanne (D) attended an excellent workshop on reference materials in the humanities. Patty attended a program on Digital Imaging, which included useful information on grants available for digitizing a collection as well as information on undertaking such a project. Michelle attended an HTML class which will help her improve our webpages. Sheila hosted the Automated Counterparts meeting

in early September. She reported, "As always, I came away with many helpful ideas and insights.

Board development: Enclosed is the latest copy of Dan Cain's "Nonprofit Board Leader" on the subject of whether staff grievances should go to the board. This is very pertinent in light of Mary's suggestion that we take a little time at one of our board meetings to discuss the role of the board in relation to staff. I hope you will take the time to read this.

This is the only subject on which I have ever disagreed with Dan Cain. I feel personnel policies, like most other policies, should be developed by the board and director together and approved by the board.

On the other hand, I agree that the only time staff grievances may appropriately be brought to the board are when they involve civil rights violations or sexual harassment by the director *and when staff maintains that personnel policy is not being implemented by the director*. These provisions are included in our staff complaint policy.

I totally agree with the rest of his comments on why the board cannot get involved.

Library webpages: I urge each of you to explore the JCPL webpages. The address is <http://www.jasperco.lib.in.us>. If you don't have a computer at home, and would rather not search the library's Internet workstations on your own, go to any of our libraries, introduce yourself if necessary, and ask staff to take you on a tour of the JCPL webpages. If you wish to come early or stay late after the October board meeting, I will be glad to give you a tour. It is amazing to see the scope of information the staff has compiled in those pages. You can access the INSPIRE magazine databases. You can read online newspapers. You can find out what festivals are coming up in Indiana in October, November and December.

You can get local Jasper County news, including the county extension's AG Newsletter, for instance. You can access other area libraries' catalogs, or find direct links to authoritative, reliable Internet sites. You can find lists of authors of inspirational fiction. You can find out what new fiction nonfiction was added to our collection in September. Etc. Etc. Etc. Please take a look.

In the works: Agency librarians and Sheila (system administrator) met to discuss moving from CD-ROM databases to online databases (accessible through the Internet). We will cancel several CD-ROM database subscriptions next year, in favor of online subscriptions. The costs appear to be comparable. The advantage is that we will not have to add more expensive CD-ROM towers and staff will not have to spend hours installing monthly updates and dealing with the many technical problems which the CD-ROMs cause on the network. The disadvantage is that if our Internet connection or our network connection is down, we have no access to these important reference materials. Our Sprint Internet connection was extremely reliable. Now that we have been transferred to the state backbone, we may find more problems. Hopefully, this will not be the case.

We have also been exploring the possibility of leasing books on CD. Many cars now come equipped with CD players, rather than cassette tape players. Our books-on-tape are of no use to patrons with these newer cars. IVAN (Indiana Video-Audio Network), from whom we lease our CD-ROMs, tells us they feel the technology must be improved before they will begin purchasing books on CD. We will probably not begin purchasing books on CD at this time.

Library marketing activities: We handed out about 200 imprinted helium balloons at Little Cousin Jasper Festival on September 12. We made \$21.50 from the sale of some books, and had prize drawings for some very nice donated prizes. We advertised our Create-a-Craft Contest by taking samples of staff efforts to make something useful and/or decorative from old books. Hopefully, participants will take old books furnished by the library for this purpose and create something to enter into the contest.

At the Van Rensselaer Craft Fair, coming up soon, staff will display the create-a-craft creations, and hand out bibliographies of craft books. A TV and VCR at the booth will show craft videos.

A mailing of speakers bureau brochures was sent to 55 local businesses and organizations. Michelle will be speaking monthly on the radio's community forum program.

Director's Salary: According to our board calendar, this is the month when the board determines the director's salary. The amount approved in the 1999 budget for director's salary was \$44,616. This represents a \$1560 increase over last year's salary, which is about \$520 more than the annual increase received by other JCPL staff. When I compare my salary with librarians from the seven Indiana public libraries having *operating budgets* approximately the size of ours, my proposed salary of \$44,616 is \$1581 less than their average salary. When I compare my proposed salary with librarians from libraries *serving a similar population size* (regardless of the size of their operating budget), my salary is \$1144 higher. It is completely up to the board's discretion to set my salary as they see fit. The figure in the 1999 budget was not discussed by the Budget Committee, since it is not actually set until the October board meeting.

Rensselaer: The copy of the procedure for Rensselaer's new volunteer program (R11-R15) is included in your packet to give you a good picture of how the program will operate. Six individuals attended the volunteer call out and several applications have been submitted. Patty was pleased with the response and eagerly anticipates taking the program, which she developed, forward.

Jack sanded the graffiti off restroom stall doors, cleaned carpets beautifully in the work areas, and worked with Glenda to repair and reupholster the back of a library chair which appeared to have been intentionally broken.

Jackie has spent time this month working with St. Augustine School classes, showing them how to locate books and use the OPAC. Both storytime and toddler times have just begun.

On November 11, Sharon Schulenberg will have completed 30 years of employment at JCPL. We will have an open house in the Rensselaer meeting room from 3:00 - 6:30 pm, followed by a carry-in dinner for staff (and board if you wish to attend). We will serve cookies, coffee and lemonade to the public. We will arrange for newspaper and radio publicity. At the end of the open house (6:30 or 7:00 PM), we will present Sharon with a plaque or certificate of commendation and gift from the staff.

Staff have been asked to contribute money toward a gift. Would board members also like to contribute? If so, please give me your contributions at the board meeting. We would very much like to have board members at this celebration. If you wish to come at 6:30 and stay until the presentation is completed, that is fine. If you would like to join us for dinner, we'd love to have you. Do you think the plaque should be presented by a board member? I plan to say a few words about Sharon's long career at the library.

If you have any other suggestions for this celebration, please let me know.

Wheatfield: As of this moment, we have not found a suitable replacement for Mary Duggleby on the Library Board. We will work on this in the next week. The county commissioners met Monday, October 5, for their monthly meeting. We have time to search before their next meeting. If any names come to mind, we can discuss them at the board meeting. We will also, unfortunately, need to find a replacement for Barb who will be leaving us in December.

Building Task Force Progress: Sharon Wiseman, our library consultant for this project, met with the Wheatfield Building Task Force, with the DeMotte and Wheatfield staff, and with 20 persons from the Wheatfield community during two focus group meetings. Sharon's report will come soon and will be shared first with the Wheatfield Building Task Force. They will then develop recommendations to submit to the Library Board.

Diana noted that Sharon offered some good suggestions on interim measures for dealing with the overcrowding. Other staff are working to organize workroom storage, and in every way possible utilize available space to best advantage.

Diana also reports that their one Internet workstation has been busy enough to require limiting people to the prescribed ½ hour online. We may have to consider adding a workstation before long.

Diane is in the midst of storytimes. She also read to four preschool classes this month.

System Administration: Sheila has been extremely busy and productive this month troubleshooting computer problems. She reports that Stephanie is catching on quickly and has been very helpful in sharing the load and is great at "figuring things out" on her own. Steph and Sheila installed and modified the collection agency software to our

needs, a project which took several days. Sheila and Think Tank technicians are still researching solutions to the server problems.

DeMotte: This summer's reading club theme centered around baseball. DeMotte staff got extra mileage out of this theme by using the baseball diamond on the children's bulletin board to keep track of the home run race between Sosa and McGuire. It was updated daily. Later it was used to keep track of who is winning games in the playoffs. Just another way to keep the library relevant to its users!

Charlotte has been very busy this month with both toddler time and storytime. She visited six nursery school classes and hosted two schools who come to the library monthly for a story and books. Head Start will also be coming monthly. Rachael and Leanne's Internet classes this month included a class for a Girl Scout troop working on a badge. They introduced them to Internet searching and then helped them begin searching for information on famous women.

Coming soon: At the November board meeting, I will bring the revised three year Technology Plan for board discussion and approval. We also hope to be able to report on Wheatfield Building Task Force recommendations at that time. This will also be an appropriate time to begin discussion of a Capital Projects Fund and the steps toward implementation of it.

Please contact me if you are unable to attend the October board meeting or if you have any questions about material in your packet.

Lynn

Director's Report

October 1998

Interlibrary Loan: Sharon Schulenberg, who is in charge of our Interlibrary Loan services, will give the board an overview of this important library service at the beginning of the board meeting.

Budget Hearing: Our budget hearing was yesterday. There were no surprises. Our budget is fully funded, although our operating balance was cut (as we expected). Our tax rate went down to \$.2977 from the advertised \$.3376. That is because we use a low assessed valuation when we figure the budget for advertising. They can always cut the rate if it is advertised high. They cannot increase the rate if advertised too low. In January, after we know the amount of operating balance carried over from 1998, we can reassess the budget to determine if we can fully fund it or if cuts must be made.

DeMotte Building Emergency: During October, air conditioning problems were encountered on three occasions. Obviously the problem is not resolved. Precision Control's proposal as noted in the letter I distributed at the last board meeting recommends repiping the liquid lines and suction lines on DeMotte's A/C equipment. During the repiping, they would install four new expansion valves and add hot gas bypass to the system. This is the correction they made at Rensselaer in 1997 and they feel it solved our problems. Their price for this project is \$9,600.

Technology Plan: Our revised Technology Plan must be submitted to the State Library this month for approval. Without this approval, we are not eligible to receive Universal Service Fund discounts. Before submission, the Library Board must approve it.

This plan does not change the vision, the principles or the basic direction of the original plan. Rather, we have updated the current technology section, made revisions in the action plan where needed, made the evaluation process more structured, and added a rough budget estimation.

In general, the Technology Plan provides a method by which technology will *support* the basic goals of our library's Five Year Plan. It provides for staffing and for both patron and staff training to effectively use the technology. It provides a strategy to fund implementation of the Plan.

Under this plan, a Technology Committee will submit a progress report to the Board at each April board meeting, including recommended changes in the plan, and a recommended plan of action for an additional year. Thus the plan will always cover a three year period. By June 1, the Board will approve a revised plan.

At the November board meeting, the board needs to amend, if necessary, then approve the Technology Plan.

Collection Agency: We have struggled through considerable problems in getting our Galaxy system to report as needed to implement the collection procedure. If we do not get our first set of delinquent accounts sent to Unique Management this week, we will do so next week.

Staff at Rensselaer also took considerable verbal abuse from one irate patron who felt collection agency action was totally inappropriate for a library. She paid the \$19 (estimate) overdue fines owed by her children but thought she had paid them earlier and accused staff of pocketing the funds and not recording payments against the accounts. She does not like a single receipt listing all items checked out on a card but wants date due cards in each book. She does not like the large amount of religious books constantly added to the collection. She feels this is inappropriate in a public library. She said they "almost never" receive overdue notices. She said that since Mary Martin had left, the "library has gone to hell in a handbasket". She said she has sent a letter to the county commissioners expressing some of her concerns.

She would not talk to Michelle, but asked to speak to me when I returned from vacation. I have called her but we have not yet connected. We are going to do some recordkeeping for the next three months or so to determine whether, in fact, Galaxy is sending overdue notices accurately. I also have some ideas concerning her fine-paying problems which I will discuss with her. She and I have talked in the past about religious books in the library. I will also explain to her that accounts with large *fines* are *not* sent to the collection agency. We send only accounts with long overdue *materials*. Our purpose is to retrieve the books so others may have access to them, not to make as much money as possible.

Staff Development: DeMotte and Rensselaer staff attended the ILF District 1 conference and found workshops to be very informative. Charlotte and Diane also attended a Children's Counterparts meeting in Gary where libraries shared results of their summer reading programs.

Sheila attended workshops on raising funds for technology, Cisco routers, and Novell Netware 5. We hope to upgrade our network to Netware 5 in 1999. One of the special features of this new version is that it allows staff to connect to the library server from home and have access to our files. That will be very useful.

Leanne and Michelle have planned the mini-workshops for staff for the next year. Topics will include INSPIRE, Listservs, e-mail, new reference books, genealogy cd-roms, cd-roms on literary topics and readers' advisory services.

Gail and I attended a two-day conference at Brown County State Park on employment issues.

Library marketing activities: Michelle Bradley, Rensselaer librarian, will become the secretary of the Rensselaer/Remington Chamber of Commerce. This is an honor, but it is also a way for her to be more closely in tune with businesses in our community.

The Marketing Committee had a booth at the Cooperative School Service's Transitional Day at the county fairgrounds. We were contacted because of our Speaker's Bureau brochure and were asked to provide a display of job hunting materials. Transitional Day is for area high school students with disabilities, to prepare them for the transition from school to work. We provided bibliographies, magnets and bookmarks, and displayed books.

Our web homepage now includes an "administration" page with information on board members and board meeting dates. Additional booklists have been added to the "booklists" page.

Michelle spoke on the radio's Community Forum program, discussing activities at the library.

Technology: Sheila continues to install, reprogram, troubleshoot, and research an unbelievable number of problems each month. In addition, she made time to work on the Universal Service Fund forms and the Technology Plan and budget. She assisted Patty in writing some computer procedures and continues to train Stephanie to handle some of the more basic troubleshooting. Sheila also worked with the three agency librarians to determine which databases they will purchase in CD-ROM version and which in online version for the coming year.

Of course, Sheila also has about 40 hours of accrued compensatory time as a result!

DeMotte: This month the oral history transcript and manuscript were sent for binding. Materials in the medical and law areas of the collection were weeded and updated.

Leanne and Marlene hosted a help session on "Starting To Search Your Family Tree". Six patrons attended. The most successful program of the month was the Saturday morning "Birds of Prey" program which attracted 67 people of all ages. The birds were brought from the Columbia Park Zoo in Lafayette.

Staff purchased banners for the children's room and an easel for the art display with money from the Friends of the DeMotte Library.

DeMotte has a volunteer who is doing community service work at the library. She has helped prepare for craft programs, read shelves, pulled books to be considered for weeding, helped with story times, decorated the library for fall and helped with people count. In general, we have not accepted people for community service work at the libraries since we have run into many problems with them in the past. Once in a while, however, it works wonderfully!

Rensselaer: Our eight active volunteers logged 22.5 hours in the last half of October, as the new program gets under way. Several started out by helping with our "People Count"

week. They have shifted books on shelves, weeded the planted areas around the building, and will help man the library's booth at the Van Rensselaer Craft Fair. Each has a volunteer badge and a mailbox in a special area of the workroom that Patty created for them so they will feel at ease in the library.

Since August 1997, Michelle has been offering Internet training to small groups. In October, she abandoned this training method. She enlisted the help of Glenda and Patty and began advertising that individuals or groups can make appointments with an Internet trainer for a training session. This will provide a greater flexibility of times and staff will know exactly what a person wants before planning the training session. They devised a questionnaire which asks for the most convenient days/times, level of computer experience, learning expectations. In the first week of the program, they set up 6 appointments for 5 individuals and one group. They feel this will work well for them.

The Jasper County Gardening Club donated \$100 to the library for purchase of gardening books.

On October 28, three storytime groups and participants in an afterschool program for k-5 all joined staff in dressing up for Halloween.

Jackie worked with Bob Souza to present two programs for kindergartners and their parents.

Wheatfield:

Building Task Force Progress: We have received the report of our consultant Sharon Wiseman. The Task Force will meet on Monday, November 23. The board will receive their report and recommendations at the December board meeting.

Town of Wheatfield request: The Wheatfield Town Council and Town Marshal are very interested in obtaining an e-mail address for the town through the library. They have no office staff and no computer of their own through which to obtain Internet access.

Sheila has determined that this could be accomplished with no sacrifice of library security. The town would *not* have its own web page or full Internet access. They would have an e-mail address of wheatfieldtown@jasperco.lib.in.us (or some such address). The staff would have to make one minor adjustment to the computer workstation after town personnel worked at it.

The staff would like to offer this service to the town. Town - library cooperation could only help us in the future. A few minor issues must be decided. For instance, will we charge for printing as for ordinary patrons (first five are free, \$.10 per page thereafter)? If three town officials printed in one day, does the first get 5 copies free and the others pay \$.10 per page for every copy? Or do we not charge for paper at all?

The board will need to approve allowing them this special use of our computers. You might also think about whether you wish to offer them free copies or charge as for anyone else.

Diana notes that with all the school research going on, at times patrons are standing in line waiting for an OPAC. There are occasional waits for the Internet workstation also. Wheatfield is the only library with just one Internet workstation.

Basic Internet classes continue to be lively, since people attend for all sorts of interesting reasons.

The KV Garden Club again donated \$100 for gardening books.

Wheatfield has started an experimental new program called "Favorite Authors". Patrons are invited to fill out a form listing up to three favorite authors. As new books by those authors are received, the patrons will be contacted. Interest seems to be growing. Whether the program would be feasible at the larger branches is not known at this time.

Technology Grants: The grant described on page R 19 must be submitted by December 1, 1998. We wish to apply for \$20,000 to be divided between at least the first 2 categories (a & b). We plan to apply for items we have listed in our Technology Plan for purchase or upgrade in 1999. We will make decisions about the specifics during the week of November 16 if we cannot get it done later this week. (Sheila will be on vacation next week.) Since the board needs to approve application for the grant, I would like your approval to go ahead with it now. We received notice of the grant after the last board meeting, unfortunately.

Director's Activities: I took several vacation days this month. I also had the opportunity to work at the Rensselaer reference desk one afternoon and work at Wheatfield one morning. I attended an ISLAC (Indiana State Library Advisory Council) meeting in Indianapolis, and a northwest Indiana directors' meeting in Lowell. We also hosted the Northwest Regional meeting of INCOLSA at the Rensselaer Library. Attendees were very impressed by our library and wish to meet here again for the spring meeting.

I spent some sleepless nights as we searched for a good replacement for Mary Duggleby on the board (who could replace Mary?). We asked several people who felt they were too busy to take on the responsibility. The enclosed letter will explain our final action. The county commissioners met yesterday. I have heard nothing.

Please contact me if you are unable to attend the November board meeting or if you have any questions about material in your packet.

Lynn

Director's Report

November 1998

Transfer to LIRF: Our 1998 Operating Budget has \$50,000 allocated for transfer to the Library Improvement Reserve Fund. When the board approved the budget they did so with the knowledge that we would probably not be able to afford to transfer the entire amount. This is because our approved budget is generally higher than our actual receipts for the year. We have chosen to spend no more of the budget than we can cover with the annual receipts.

This year, I recommend that we transfer \$25,000 into LIRF. *If you would like to discuss this at the board meeting, you need to ask that the item be removed from the Consent Agenda and placed under General Business.*

Building Insurance: We have excellent Utica National building insurance especially designed for public libraries. We obtain this insurance through MW Insurance Agency, Rensselaer. They handle our claims in a prompt, efficient manner. We pay around \$16,000 for the insurance which includes workmen's comp, crime coverage, liability, computer, building, grounds and contents.

We are not required by law to get bids (or quotes) from insurance providers, but our *practice* has been to ask for quotes from insurance agencies in the county every two years. This is a very time-consuming undertaking. I would like to remain with our present Utica National package, as long as we can continue to get the present coverage without a great increase in cost. Would you agree to that?

Staff Development Day: We would like to close the library one day this spring, as we did last year, for a staff development day. We have discussed inviting a speaker for a workshop on basic customer service. We are also considering inviting someone to offer a session on personality types and how they can effectively interrelate in the workplace. Our staff development day last year was very effective and well received by the staff.

Health Insurance: The library's health insurance costs will increase 9.4% next year. Presently, the staff pays about 20% of the cost of the insurance. The Board could elect to pay the entire 9.4% increase or we could continue to ask staff to pay 20% of the total cost, increasing the monthly employee contribution from \$37.18 to \$40.07. Asking employees to pay 20% of the *additional* cost would save the library only \$452.40. You will need to make a decision at the December board meeting.

We will have 13 employees carrying our health insurance by the end of the year. We have budgeted enough money to cover insurance increases, as long as no other eligible employees elect to join the group. If they do so, we will use funds in other Personnel

categories to cover the additional cost. It will cost the library between \$1,923.60 and \$1,958.40 per person in 1999 for employee health and life insurance, depending on whether you choose to assess the employee the full 20% of the total cost. The library does not pay any portion of dependent coverage.

Election of Officers: The slate presented at the November board meeting includes: President - Roger Walstra; Vice President - Jim Staton; Secretary - Don Abel; Treasurer - Anne-Marie Egan.

Assistant Board Treasurer: The Board needs to determine which board member will be authorized to sign checks in the absence of the treasurer in 1999.

Technology Plan: In your packet (R 9) is the page from our grant application stating the purposes for which we will use the grant funds.

Staff Development: Sheila and I attended a very useful satellite workshop on Specifying, Procuring and Implementing Technology. The speaker was Richard Boss, the consultant who helped us write our original technology plan.

We had staff attending the Automation Counterparts, Branch Librarians' Counterparts, Circulation Counterparts and Directors' meetings this month. Three employees attended the "Razor Sharp Reference Service" workshop in Indianapolis.

Library marketing activities: Charlotte Fagen spoke at a KV Rotary Club meeting about children's services and books. Marlene and Leanne held three genealogy help sessions where participants learned about library genealogical sources and exchanged research tips between themselves. As a result of these contacts, we obtained two new family histories for the DeMotte Library's collection.

Michelle attended the annual Rensselaer/Remington Chamber of Commerce dinner where she was elected secretary for 1999. She has already discovered that these contacts are giving her the opportunity to let businesses know what the library has to offer. At least one Chamber officer is very excited with the possibilities he now sees for using the library's services.

I had an interesting conversation about the library with several northern Jasper County farmers at the Jasper County Extension Service Advisory Council annual dinner. They were surprised and impressed to hear that Wheatfield's circulation is on more of an upswing than either of the two larger libraries. "I'll have to tell my (township advisory) board," said one.

The library's homepage continues to be upgraded, updated. You can read about yourselves in the section of the page called "Administration". Remember, the URL is: www.jasperco.lib.in.us/

Technology: We are now installing "tracking and metering" software on our network. This will allow us to do two things.

- ♦ We can meter and control the number of people who can use a cd-rom title concurrently. This is important because in some cases we have purchased only the right to one concurrent use of a product, or perhaps the right to 2-4 concurrent users. If we allow more to use the product at the same time, we are violating our license.
- ♦ We can track usage. We can tell how many people at DeMotte used the Contemporary Author cd-rom in the month of December, for instance. We will use this information for our statistics. Unfortunately, INSPIRE, which is the product used most often, cannot be tracked. INCOLSA is working to find a way to track usage of INSPIRE for libraries. We hope they will be successful, so we can get an accurate picture of workstation use.

DeMotte: Charlotte made a number of nursery school visits this month, as well as providing booktalks (with Rachael's help) for six elementary school classes.

DeMotte's popular "Make It-Take It" program, held in conjunction with DeMotte Parent/Teacher conferences brought about 95 children to the library to make Christmas crafts while their parents attended conferences. Leanne writes "If the condition of the storytime room was any indication, the program was a huge success. The floor was wall to wall construction paper, with very little carpet to be seen in the midst of it all." Cookie and Rachael assisted Charlotte with this program.

Rensselaer: Sharon Schulenburg's 30th Anniversary Celebration was the highlight of the month. A number of library patrons and friends, one board member and most of the library staff attended the tea held in Sharon's honor. She continued to receive cards and personal visits from patrons for several days. She received an Award of Excellence, flowers, a gold pin and other personal gifts. A picture board highlighting her years at the library was on display. She was very appreciative.

The Friends decided not to present on the library's Festival of Music this year. Frank Fischer volunteered to plan it himself, for the library. He has lined up five musical groups to perform and will fill in with his own reading of stories, poems, etc. The library is doing the publicity for the program. We invite all of you to attend this event at 7:00 PM on Thursday, December 17 in the Rensselaer Library.

This summer, researchers from the University of Tennessee photocopied a number of General Milroy documents they found in our collection. We have given them permission to copy these documents onto their web site. They are creating a site about the Civil War, as it relates to Tullahoma, TN. General Milroy played a part in that war arena.

Once the information is copied to their web site, they will give us credit for owning the documents, include a link to our homepage, and list our address so that people may contact us for further information. Eventually, we want to copy all our Milroy documents to our web site, since they are a unique local resource which is not available anywhere else. By allowing the university to copy some of them, we eliminate the need to recopy

them, saving time, money and disk space. As long as we can put a link on our Milroy page, referring people to the Tennessee web site, the documents are accessible to all.

Wheatfield: Wheatfield continues to have problems with an elusive roof leak.

The library received an Ellison cutting machine and a vacuum from the Friends. The cutting machine will allow Diane to cut shapes for nametags and other needs quickly, using dies in various shapes.

Director's Activities: This month I evaluated all those whom I supervise. I attended the INCOLSA board meeting in Indianapolis, our own monthly management team meeting, the Wheatfield Building Task force meeting and the Directors' meeting. I spent considerable time preparing the technology grant with Sheila, working on problems with collection agency procedures with Stephanie, and learning about and writing the draft of a Capital Projects Plan.

Since we cannot find a good place to meet for dinner before the December board meeting, I will decorate the meeting room. If you wish to bring a snack or hors d'oeuvres for sampling before or during the meeting, you are invited to do so.

Please contact me if you are unable to attend the December board meeting or if you have any questions about material in your packet.

Lynn

**Director's Report
December 1998**

New Year's Wishes: At the January meeting, I wish that I could present you with year end statistics on library use and circulation. You will receive this valuable information, instead, at the February meeting. I wish I could bring you a well thought out proposal for doing our long range planning for this year. That also will arrive at the February meeting.

Workshop Approval: We would like approval to send system administrator Sheila Maxwell to the "Computers in Libraries" annual conference in Washington, D.C. in March. She attended this last year and found it invaluable. Registration is \$119. In addition we would pick up costs of hotel, meals and airfare. This is the most important workshop she attends during the year. I feel the expense is justified.

We would also like approval to send Agency Librarians Michelle Bradley and Diana Kooy and myself to the 1999 PLA (Public Library Association, division of the American Library Association) Spring Symposium in Chicago in March. Michelle will attend the day and a half workshop on "Growing Readers' Advisory Services". Diana will attend the one on "Planning, Designing, and Building the Perfect Library", I will attend the one on "Planning for Results: A Powerful Tool for Trustees" which should give good preparation for our long range planning efforts later in the year. These workshops have an excellent reputation. The cost will be \$175 per person plus one night's hotel stay (one room) and meals. No board members expressed an interest in attending.

Salary Ordinance: Each January the Board approves the complete salary ordinance for the new year. During the year, you will be asked to approve *only* changes to this ordinance which are not the result of an employee's normal salary increases as required by the Personnel Policy. In other words, you may be asked to approve an employee's change in classification from page to clerk. You will be asked to approve a new employee's salary. You will not be asked for approval when a new employee's salary increases after 6 months employment.

Since the board has established the salary schedule, you have actually given me the authority to hire new employees, set their salaries within that schedule and change their classifications as I see fit. However, the state still wants your approval of salaries and salary changes officially noted in the ordinance.

By law, the budgeted amount for salaries is public knowledge. However, individual salaries are not required to be publicized. Please keep this information confidential.

Circulating CD ROM Policy: The Policy Committee was not contacted to make recommendations about this policy due to the Christmas holidays, the January snow, etc. The staff requests only one change in the policy which is otherwise working well. We would like to remove the restriction against reserving CD ROMs. When we instituted the policy, we started cautiously, not knowing what kind of response we would have to offering cd roms for circulation. We know now that reservations will not be a problem.

Board Development: What kinds of in-service development do you need this year? Would another budget workshop with David Hurst be useful for those who did not attend when he spoke last July? Would you read pertinent articles on long range planning or the role of the board (etc.) if I gathered them for you? Would a board retreat (perhaps with a facilitator) be useful to help the board get to know each other and work well as a team? Are the Dan Cain tapes useful to you? Are there board members who would like to listen to them? Do you want to have a short (5 or 10 minute) segment of each board meeting set aside for board development? Who would like to help me design a plan for these segments?

Building Heating/Air Conditioning Situation: The owner and the service manager of Precision Controls, Griffith, will be present at our January board meeting to discuss our DeMotte and Rensselaer buildings—past problems, corrective measures, current problems, and possible measures to correct the problems.

Technical Services Librarian and System Administrator's Reports:

Technical Services Department uses the time to catch up with various tasks. They presently have NO backlog of uncataloged materials. This will change, of course, as soon as the 1999 ordering begins. Jennifer Evers, our new Technical Services Librarian, started work December 15. Since she has been cataloging for us since June, she is knowledgeable already about this part of her job. She is presently spending time learning the ins and outs of the Galaxy system, since one of her major responsibilities will be to make Galaxy work efficiently for the library. Jen and System Administrator Sheila Maxwell will attend the January board meeting to report on the year's accomplishments and problems in their departments and give you an idea of their goals for 1999.

Capital Projects Fund Plan: Enclosed is a plan (R 15 - R 21) very similar to the rough draft I gave you last month. At this meeting, you indicated you would like to vote on its approval and begin the legal process necessary to make the fund become a reality.

We will need to thoughtfully discuss our plan for obtaining approval from the County Council. Will councilmen be approached individually by specific board members and staff? What do we want to tell them? Are there others whose help might be enlisted? How do we want to let the public know of Wheatfield's plight and of the proposed solution? Is it time to put Wheatfield's need for space in the limelight or should we be more low-key and "general" at this time in stating the reason for the fund's creation?

- We could say "Wheatfield has a serious space problem and we need to solve that problem within the next 5 years" or
- We could say that "we realize that as the north end of the county continues to grow, the need for expanded services will increase. We are also seeing a heightened demand for computers and Internet access at all our libraries and realize that the need to provide up-to-date technology to meet taxpayers' needs will strain our present budgets. In an effort to meet those present and future needs, we wish to start a capital projects fund."

What do you feel will be the most effective approach? Please give this some thought.

Technology: We have entered into a consortia license agreement with INCOLSA for the next year's subscriptions for the following *online* databases. We will pay considerably less than we would pay if we had these on cd rom. We will also avoid having to purchase additional cd rom towers which was to be a 1999 budget expense. We are very pleased. We think that patrons of *our* library who dial into the INSPIRE databases will be able to search these databases at the same time that they search the INSPIRE databases available to *all* Indiana residents. Confused? Ask and I will explain further.

We purchased a Compaq Armada laptop computer to use as a backup Galaxy computer and to use with our computer projector (when we get it). We will also allow staff to check it out overnight or over the weekend when they have office projects they need to work on at home.

Rensselaer: On Sunday, January 3, Jack Standish, our janitor, discovered a pipe which burst at an elbow, spewing water into the young adult room, storytime bathroom and book drop room. About 20 books and videos were wet. Carpeting in the young adult room was saturated. We plan to send the books to a company which freeze-dries them with considerable success.

The large amount of melting snow on the roof is causing water to back up under the shingles and leak into the ceiling area around the perimeter of the building. Jack sees no remedy for the problem. We will simply lay in a stock of ceiling tiles and

DeMotte: A pipe in the workroom leading to an outside spigot burst again (3rd time). Since the valve allowing water into that section of the pipe has been shut off for 2 years, we are investigating how this could happen and how to keep it from happening again. Fortunately, the problem was discovered early, when a damp ceiling tile was noted. All computer equipment and furniture was moved away from the area and a plumber has repaired the break.

Flower Fund: It is time to replenish our library flower fund which sends flowers to any employee or board member in the hospital and to employees or board members upon the death of members of the immediate family. Each board member and employee is asked to contribute \$5.00.

Patron Request for Consideration of a Book: After a year or more without complaints, we have suddenly had three in a row! The two complaints about the issue of Rolling Stone were resolved with the letter sent by the staff review committee to the patron. The third complaint concerned the book "Daddy's Roommate". This is a well-done, well-reviewed picture book written from the viewpoint of a child whose parents have divorced and whose father lives in a homosexual relationship with another man. I will bring the book to the board meeting in case someone is interested in taking a look. The Review Committee examined the book and its reviews and decided that it should remain in the library in a place accessible to children. They decided, however, to move it to the nonfiction section of the libraries. While children are free to select books from this section, it is more likely that a parent who particularly *wants* a book on this subject for his/her child will select the book.

Board of Finance: The state requires that the library board meet in January as a "board of finance". They must elect a board of finance president and secretary, "receive and review the

investment officer's report on investments" and "review the overall investment policy of the library". They also must "designate the newspapers in which the library shall publish notice".

For simplicity's sake, the board generally votes to elect the library board president and secretary as the officers for the board of finance.

The Kankakee Valley Post-News and the Rensselaer Republican are the papers in which we need to place our legal advertisements.

You will find the annual financial report on R 25. The Board should vote to accept the report.

Each year, the board is required to approve the accounting practices we will employ during the year. The list on R 23 is essentially the same list we used last year with an adjustment to reflect our new group health insurance policy. *The last item is new.*

In 1997, we began making our federal, state and local payroll payments by electronic funds transfer. Board permission to do this should be included in the list of board-approved annual accounting practices.

This year, we are embarrassed to admit, we wrote our bond payment check (due January 1) with the last payroll of the year, as usual. However, we neglected to mail the check on December 23 when we distributed payroll checks. On December 30, we realized our error. Rather than allow the bond payment to be late, we contacted the banks involved and sent the money by electronic funds transfer at a cost of \$10.00. We do not expect this to happen again (we learned our lesson well!) but need board approval (after the fact) for the December 31 wire transfer. We would also recommend that the board approve the use of an emergency electronic funds transfer if the need arises again.

Budget Revisions: (R 9-R 14) We knew when we advertised the budget that we were asking for more money than we estimated we would receive. In 1998, we actually received about \$10,000 more than I estimated at the beginning of the year. This year, I estimate that we will receive \$1,135,945 in receipts. Our approved budget is for \$1,360,788. I have made cuts in the line item amounts to bring that total down to \$1,294,080. We generally spend no more than 94% of the total budget. That would mean that we could reasonably expect to spend no more than \$1,216,435 (of the \$1,294,080) which would keep us within the adjusted budget. Do you approve of the line item cuts I have suggested? I do not like to cut funds for materials, but cannot see any other place to cut. If we use considerably less than expected in other budget lines, we could still add to what we spend for materials, but I do not foresee this happening.

I am *not* asking you to officially vote to reduce the line items to those amounts. In this way we retain flexibility in how we use our funds.

Please contact me if you are unable to attend the January 11 board meeting or if you have any questions about materials in your packet. We are sorry that we have to distribute the packet so late this month.

Lynn